

Amenity/Site Complaints Resolved Metro Parks

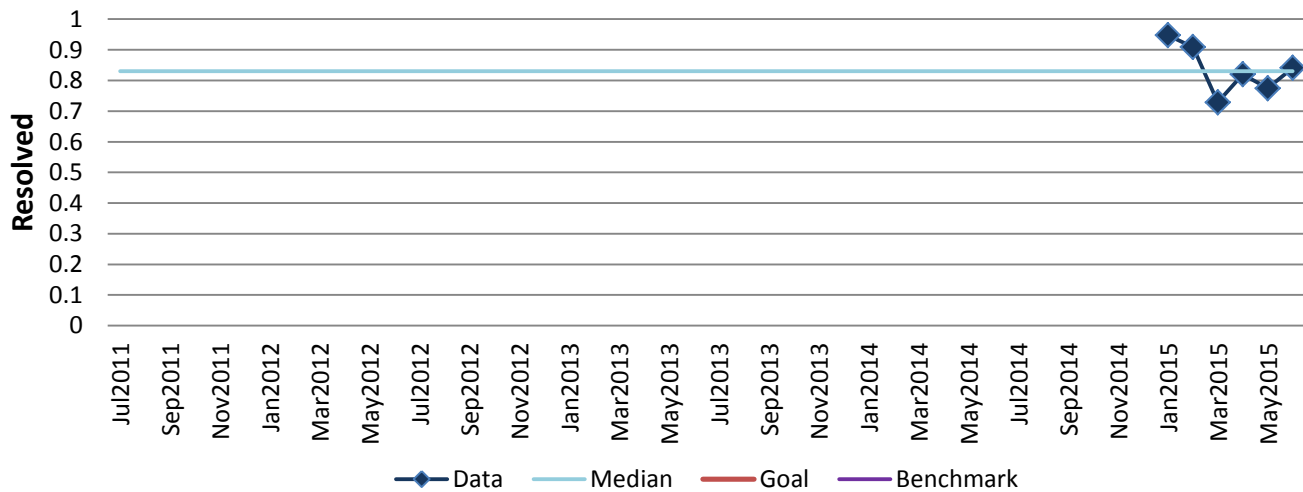


KPI Owner: Tim Jones

Process: Implement & Maintain Safe Amenities

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD Goal: TBD Benchmark: TBD		Data Source: MetroCall, Public Inbox Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Percent of combined MetroCalls and Public Inbox complaints, categorized by type of complaint, resolved by the 15th of the following month Why Measure: To better understand areas for improvement Next Improvement Step: Create baseline, benchmark, and goal.		
How Are We Doing?					
Jul2014-Jun2015 12 Month Goal	Jul2014-Jun2015 12 Month Actual		Jun2015 Goal	Jun2015 Actual	
TBD	84%		TBD	84%	
Resolved	Resolved		Resolved	Resolved	

Amenity/Site Complaints Resolved



Jun2015 Pareto Analysis

